

CHUCK e. FOCUS

Week 44 – November 2, 2018

CHECK OUT THESE NUMBERS!

SHOUT OUT TO THESE OUTSTANDING RESTAURANTS FOR MAKING THE TOP 10 IN SALES INCREASE LAST WEEK!

Restaurant	2017	2018	YOY
1. Bridgeville, PA #535	\$12,141	\$35,336	191.0%
2. Houston FM 1960, TX #032	\$19,478	\$37,573	92.9%
3. Potomac Mills, VA #071	\$36,502	\$62,032	69.9%
4. Lubbock, TX #933	\$13,773	\$20,718	50.4%
5. Doylestown, PA #762	\$13,829	\$20,464	48.0%
6. Frederick, MD #770	\$15,923	\$23,436	47.2%
7. Lake Charles, LA #709	\$16,053	\$23,532	46.6%
8. El Paso, TX #852	\$18,391	\$26,691	45.1%
9. Newington, CT #470	\$19,524	\$27,670	41.7%
10. Woodbury, MN #792	\$24,148	\$34,023	40.9%



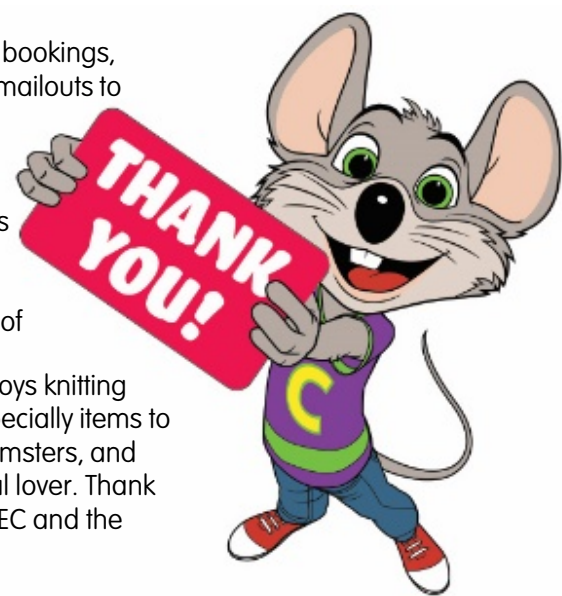
MEET YOUR SUPPORT!



Shally Kong joined the Chuck E. Cheese family long ago as a Call Center Agent, and on December 1st she will be celebrating her 15 year anniversary! After 5 years as a Call Center Agent, Shally got promoted to Telemarketing Specialist II where she is known as the "Fundraising Guru".

Shally handles all Fundraiser bookings, processing checks, material mailouts to schools, all while also supporting Field Marketing Specialists and District Managers with any questions or help they need with Fundraisers. In the last week alone, Shally handled a total of 112 Fundraiser bookings!

In Shally's spare time she enjoys knitting anything and everything, especially items to dress up her guinea pigs, hamsters, and dogs. Shally is an avid animal lover. Thank you Shally for all you do for CEC and the fundraising department.



WHAT CAN WE DO FOR YOU?



a&b moments...

We have been to a number of Chuck E. Cheese's with our 4 year old daughter, and I must say this is by far the cleanest, friendliest one. The staff was engaging, courteous, and busy the entire 2 hours we were there. The salad bar was clean and full, the pizza hot and tasty, and the games were all working and full of tickets. "Kisses" was our greeter/aide and was fabulous! Justin stayed busy keeping machines clean, tickets full, and gave us assistance when we did not understand how to play. Thanks for reading and hopefully acknowledging their hard work.



Western Region
La Mesa, CA #405
RVP Jim Brawley
DM Patty Cedillo
GM Jonathan Benson
Cast Member Justin and 'Kisses'

anniversaries

15 YEARS

Joel Espinoza ~ 421

10 YEARS

Nancy Carbajal ~ 565
Edward Opdyke ~ 694
Tammy Wade ~ 931

5 YEARS

Kemberly Osorio ~ 371
Jose Hernandez ~ 463
Larry Frasier ~ 517
Shawna Buck ~ 596
Jimmy Perkins ~ 705
Richard Quinn ~ 828

I am writing with the highest compliments for the Lancaster Chuck E. Cheese. Manager Dean and his entire staff have been so wonderful to us. Our 17 year old daughter Lexie has autism and intellectual disabilities, and there's nothing that she likes more than going to Chuck E. Cheese to hang out. She can't play any games, but she loves to watch the stage show, and she just loves the environment. The staff knows her, and us, very well. We're there every weekend on both Saturday and Sunday, and during the summer we're there every single day. I can't even express how wonderful it is that Lexie is not just acknowledged every time we arrive, but she is welcomed so warmly. The entire staff at the Lancaster restaurant deserves to be recognized for their disability awareness and inclusivity. We cannot express how much it means to us!

Northeast Region
Lancaster, PA #540
RVP Chris Kelly
DM Dan Bessemer
GM Dean Dewald

I wanted to let you know about the great Guest Service I received from the Manager, I believe his name was David. I talked to him on the phone and in person, he was extremely nice, courteous, and mannerly, and he was enthusiastically motivated to accommodate us. This kind of Guest Service isn't usually found at most places these days, but I've never experienced it at Chuck E. Cheese. He stands out amongst the rest, he's a great asset!

Southeast Region
Grapevine, TX #854
RVP Bill Eich
DM Eric Bargas
GM Derrick Rease
Manager David Lee

FAVORITE FUN

WEEK 4 CHALLENGE Sharepoint Scavenger Hunt!

Using the New Sharepoint Communications site, find the relevant documents to answer the following questions:

1. In the 8/24/18 Chuck E. Focus, what were the names of the 2 SE Cast Member Spotlights?
2. In the 9/14/18 Chuck E. Focus, what was the reminder from accounting regarding?
3. What was the last communication posted by Talent Acquisition?

Moving to the L&D Sharepoint Page:

4. If you are in need of Training Materials, how do you order them and where do you download what is needed to order them?
5. Take a screenshot of where you would find your most up to date OPS Eval forms

The first restaurant from **EACH REGION** to send in these 5 correct answers to myfavoritefun@cecentertainment.com will receive Chuck E. Swag for their entire restaurant!

The first restaurant **OVERALL** to turn in these 5 answers will receive an extra special **BONUS!**



LOLLIPOP PRICE INCREASE

As part of the recent merchandise price change, we also wanted to take a modest increase on our lollipops, moving from \$1.49 to \$1.99. To support this change we have shipped new signs to each restaurant.



For further details, please refer to the communication sent via email regarding the lollipop price increase.

FAVORITE FUN WEEK 3 WINNERS!

Congratulations to the following restaurants for being the **FIRST** in your region to turn in a picture of your team building for the week!

Patchogue, NY #496



Olathe, KS #665



Clearwater, FL #436

Chuck E. Swag is on its way for EACH Cast Member and Manager in your restaurant!



DayLIGHT PLAYING Time



PROMOTION

Turn back the ⌚ and turn up the FUN!

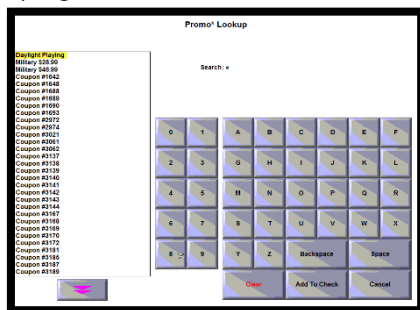
For one day only, guests will be offered the opportunity to try out one hour of AYCP for FREE!

What you need to know:

Date: Monday, November 5th (All Day)

Offer: One FREE hour of AYCP with any purchase

How to ring in: Go to promo Lookup and select "Daylight Playing"



For further details regarding this special promotion, please contact Gina in Marketing at gzincone@cecentertainment.com

Helium SHORTage

We're running out of gas...

Many of our restaurants are experiencing great difficulty ordering and maintaining helium inventory. This has prompted some immediate changes to our birthday and other programs involving balloons.

For further details regarding these changes, please refer to the communication sent out by L&D.

If you have any questions, please reach out to your Regional L&D Manager.



cake STANDS

With the original rollout, Decopac sent everyone cardboard cakestands for birthday cake displays.



THESE MUST BE THROWN OUT!

In replacement, please use the merch case easel stands shown below.



If you do not have a spare one available at your restaurant, please check with your DM before ordering from your BOH PC.

**Black Slatwall Easels ~
\$15.70/Case (12 pk)
Item #MR0009**

If you have any questions, please reach out to purchasing





Claim code Removal

You may have noticed that the "forgotten card" button is no longer on your POS system – this would be because you no longer need it!

```
***** RATE YOUR VISIT *****
**                               **
** Please answer 2 quick questions **
** about your experience          **
** and receive a coupon for      **
** 20 FREE TICKETS               **
** with food purchase            **
** on your next visit.          **
** Enter the code below at       **
** www.chuckecheese.com/feedback **
**                               **
071 000 100 109 310 003 97
**                               **
** You can also use code above to **
** receive More Cheese Rewards    **
** credit for your visit within   **
** 3 days via the mobile app or   **
** at www.chuckecheese.com/rewards **
**                               **
*****
```

Guests can now use the NPS claim code for BOTH the survey AND the MCR claim code.

Guests will need to update their app to the latest version to use this feature (it will prompt them in the app to do so)



Amazon PLAYBANDS

A PRIME opportunity for sales

Beginning Monday, online shoppers will be able to add the Chuck E. Cheese experience to their shopping cart!

A limited number of pre-loaded playbands will become available on Amazon.com as a test to see if there will be a demand for this unique type of gift.

To view the listing, please [click here:](#)



For further details regarding these playbands, please refer to the communication sent out by Learning & Development.



Show 7 2018



Show 7, 2018 is being sent to all locations on Friday, November 2. You should see it arrive in your weekly packet next week. Please install as soon as you receive. The official play dates for Show 7, 2018 are November 4 – December 31, 2018.

Show 7 is themed to the Holiday season. The Holidays are a special time at Chuck E. Cheese's. Enclosed is this year's Holiday Show. Don't forget to tell Chuck E. to put on his Santa Hat and scarf and get ready to Dance to Holiday remixes of "Chuck E.'s Easy Dance (Holly Jolly Dance)," "Me & My Friends" & "Chuck E.'s Happy Dance." The Holiday Show is full of favorites - new and old. So, break out the fruitcake, eggnog, and gingerbread; or if none of that sounds appealing, The Rock 'N Pizza Roll will do.

If you don't still have Chuck E.'s Santa hat and scarf from previous years, you may purchase one off-the-shelf. ***Please be sure to have him wear it between his ears and not on his ears.*** This way he can hear what the kiddos want for Christmas ;-)

Thanks for taking care of our guests in 2018. See you next year!

If you do not see Show 7, 2018 arrive or you need a replacement, please email: showwarranty@ceentertainment.com or call Nicole Cooper at (972) 258-4574.

CHUCK E. CHEESE'S

HOT JOBS

General Manager



049 ~ Lancaster, CA
390 ~ Monrovia, CA
414 ~ Murrieta, CA
430 ~ Tampa, FL
436 ~ Clearwater, FL
600 ~ Alpharetta, GA
059 ~ Streamwood, IL
931 ~ Southbend, IN
958 ~ Des Moines, IA
480 ~ Middletown, NJ

307 ~ Las Cruces, NM
646 ~ New Hartford, NY
649 ~ Howard Beach, NY
653 ~ Yonkers, NY
860 ~ Sioux Falls, SD
074 ~ Antioch, TN
570 ~ Texarkana, TX
582 ~ Abilene, TX
343 ~ Spokane North, WA
603 ~ Appleton, WI

Tech Manager

318 ~ Salinas, CA
321 ~ Newark, CA
355 ~ Valencia, CA
373 ~ Gilroy, CA
422 ~ Garden Grove, CA
444 ~ San Bruno, CA
711 ~ Superior, CO
463 ~ Waterbury, CT
065 ~ Pensacola, FL
420 ~ Brandon, FL

430 ~ Tampa, FL
600 ~ Alpharetta, GA
345 ~ Bloomington, IL
961 ~ Topeka, KS
963 ~ Lexington, KY
771 ~ Salisbury, MD
334 ~ Ann Arbor, MI
795 ~ Blaine, MN
649 ~ Howard Beach, NY

653 ~ Yonkers, NY
840 ~ Amherst, NY
637 ~ Greensboro, NC
450 ~ Snyder Plaza, PA
860 ~ Sioux Falls, SD
577 ~ College Station, TX
599 ~ Longview, TX
928 ~ Midland, TX
930 ~ Beaumont, TX
056 ~ Richmond, VA

Please visit www.chuckecheese.com/careers to review all open Chuck E. Cheese positions



Please visit <http://www.peterpiperpizza.com/search-jobs.html> to review all open Peter Piper Pizza positions